

China Gas Holdings Limited
(the “Company”)
Policy on Stakeholder Engagement

1. Purposes

The policy is formulated to help build well-performing stakeholder engagement mechanisms, thus ensuring that the Company and its entities that adopt the management and control system of the Company (the “China Gas Group” or the “Group”) identify local communities and stakeholder groups of all kinds that are affected by the Group’s operations, to keep the Group in constant exchanges and conducive interactions with local stakeholders in its operations as well.

2. About the Policy

The policy boasts a general framework for relationships between the Group and its stakeholders as well as its stakeholder engagement programs. This policy applies to the Group’s all operation locations and all suppliers.

3. Endorsement of the Policy

This policy is formulated based on the approval of the Group’s Board of Directors. Authorized by the Board to prepare and engage in the policy and supervise its implementation, the Sustainable Development Committee reports to the Board regularly.

4. Engagement of Local Stakeholders

4.1. Communities and local stakeholders affected by the Group’s operations are recognized and identified, whose requests and concerns are fully assessed, to keep all parties’ interests in consideration in the Group’s decision-making and activities.

4.2. All local operational entities shall build mechanisms of regular communication with local stakeholders (local communities, suppliers, clients, etc.) to understand their needs and concerns, while keeping themselves updated with comments and advice from local stakeholders and knitting such feedback in their decision-making and operations.

4.3. The Group champions the Sustainable Development Plan, fulfills stakeholders’ needs and engages them in the planning and monitoring of sustainable development while identifying emerging concerns and creating solutions of collaboration together with stakeholders.

4.4. To drive stakeholder engagement, the Group will offer suites of capacity-building programs tailored for stakeholders, which escalate stakeholders’ capabilities of feedback delivering, as enablers to better voice their needs.

4.5. The overarching identification of stakeholders are constantly promoted,

with a particular focus on groups that are economically, socially or politically vulnerable, such as the low-income population, ethnic minorities, women, and children, which puts their needs and interests well in consideration.

5. Grievance Mechanisms

5.1. Group-wide grievance mechanisms for all stakeholders are created to serve as communication channels for local stakeholders to voice their needs to the Group directly.

5.2. At the Group level, there are dedicated departments to accept and handle stakeholders' complaints of all sorts, with follow-ups on such complaints as well. This is how complaints are taken seriously and handled timely at the Group.

5.3. Complaints can be made directly to the Group's departments of grievance management if without available channels for local communication (helplines, dedicated email addresses, etc.), which shall be reported to higher authorities for coordination as well as supervision and thus effective tracking and settlement.

6. Continued Enhancement

6.1. There are regular investigations of stakeholders such as surveys and reviews to collect feedback from local communities, along with evaluations on the effectiveness of engagement strategies including communication channels available and engagement plans implemented.

6.2. Based on feedback from stakeholders, the Policy on Stakeholder Engagement is evaluated and improved on a regular basis.

7. Date of Adoption

This policy, issued for implementation in August, 2024, is updated in due course.